



## PROBLEM RESOLUTION OFFICE

**The Office of Tax and Revenue's Problem Resolution Office (PRO) helps taxpayers resolve unusual, complex or urgent matters related to District of Columbia individual income tax, real property tax and business tax.**

PRO addresses tax cases such as hardship, unusual delays, systemic issues and other problems customers have been unable to resolve within a reasonable time-frame through normal organizational contacts.

We continually identify solutions that will enhance the integrity of the tax process, and work to restructure processes and procedures accordingly.

PRO helps protect taxpayers' rights by ensuring that the administration of District of Columbia tax policies and practices is fair, consistent and equitable.

### The PRO Objectives

- ☐ To negotiate and resolve complex and unique tax issues
- ☐ To expedite processing when unreasonable delays have occurred
- ☐ To ensure that policies and practices are fair to taxpayers
- ☐ To educate taxpayers on their rights and responsibilities under D.C. tax laws and regulations
- ☐ To give priority to time-sensitive inquiries or cases of an urgent nature

### What to Expect

- ☐ A call within one business day upon receipt of your case
- ☐ To have your problem resolved within 5 to 10 business days
- ☐ To have a direct point of contact
- ☐ A written notification informing you of the resolution or reasons for pending matters

### Contact Us

Office of Tax and Revenue  
Problem Resolution Office  
941 North Capitol Street, NE, First Floor  
Washington, DC 20002  
(202) 727-4TAX (4829)  
Visit our Web site at

<http://www.cfo.dc.gov> under Taxpayer Services



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